

New England Sounding Line



The newsletter of the National Network of Libraries of Medicine, New England Region, Mar. -Apr. 1998, Vol. 7, No. 6

Spring Update

by John A. Stey, Associate Director

The NER office has been buzzing the last two months. The NER Budget was approved by NLM which includes funding for a Library Connections Project, outreach subcontracts, and a training module for PubMed. Goals and Objectives for Year 03 beginning May 1st are available on the NER homepage. <http://www.nnlm.nlm.nih.gov/ner/>

We have completed collecting data from six sites throughout the region for the InterCEPT project and look forward to publishing the final report in the near future. Hopefully this data and analysis will provide NLM and the regional participants information that can be used to improve their connections and/or serve as a basis for planning future IT initiatives.

After several months of preparing for the EPS/EFTS merger, the May run of the EFTS occurred without a hitch. We would like to thank all of the Region 1 libraries for their patience and understanding and especially the Middle Atlantic Region RML for their cooperation. Development of a 2nd generation EFTS is underway with a deliverable date in early Fall. For progress reports, check out the new EFTS www site at <http://nnlmner.uchc.edu/efts/>

The listserv was alive with comments and concerns about the retirement of ELHILL® and the transition to PubMed®. Nancy Fazzone of Salem Hospital and Evelyn Breck-Morgan of Middlesex Hospital had a file full of questions and requests to take with them to the NLM PubMed Meeting on April 16th. See page 5 for their comments. The National Online Training staff has been more than accommodating to the NER by adding several PubMed classes to their already hectic schedule. Nancy Putnam, Outreach Coordinator, has logged hundreds of miles teaching PubMed to consortia members and other health professionals due to the increased demand over the past few months while we continue to interview for the Education Coordinator position.

On April 16th Mary Jackson, Access & Delivery Services Consultant with the Association of Research Libraries, provided a presentation entitled *Electronic Document Delivery: The Future is Now* to more than 50 librarians at the Regional ILL/Document Delivery Meeting held in Sturbridge, MA. A note of thanks to NAHSL for helping make this unique meeting an annual event in New England.

The RAC Meeting was held at the Publick House in Sturbridge MA on April 17th. Three subcommittees were formed to study nursing education, consumer health, and public libraries. If anyone is interested in serving on these committees, please contact Susan Bennett at mjbennet@warren.med.harvard.edu or contact the NER office at 1-800-338-7657. Notes and minutes from the two meetings are available on the NER homepage.

NER staff attended recent HSLIC, MAHSLiN, HSL VT/NH, and CAHSL meetings. We look forward to the ARIHSL meeting in June and NAHSL in Boston. But between then and now, we can almost taste those Philadelphia Cheesesteaks.

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Connecticut

Maine

Massachusetts

New Hampshire

Rhode Island

Vermont

Check us out on the World Wide Web at <http://www.nnlm.nlm.nih.gov/ner/>

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John Stey, *Editor*
Ed Donnald, *Mng. Editor*

Benchmarking in New England: An Update

by Janie Kaplan, Hartford Hospital

Following a Town Meeting forum held at the 1995 NAHSL Conference in Greenwich, CT, a NAHSL-sponsored project was undertaken by a voluntary group of NAHSL members. The purpose of this committee was to gather significant hospital library data which could be accessed by NAHSL members for benchmarking.

The Town Meeting discussion had raised many needs for library benchmarking data. These uses ranged from matching library partners for sharing of general information to strategic planning, staffing, and budgeting comparisons and/or validations to continuous education on statistical data and its value to long-term planning. The wealth of resource sharing potential would be greatly enlarged with an identified source of maintained information and the possible assistance to one-person hospital libraries (as well as larger teaching hospital libraries) was seen as significantly important in the present healthcare environment of affiliations and mergers.

The NAHSL Benchmarking Committee, as so designated, has met many times since that Town Meeting. The Committee has grappled with the difficult task of identifying fields to collect data in; attempting to define these fields for consistent gathering of like data; designing and re-designing the survey and library profile; and structuring what exactly the Committee would support. Input from various size libraries has been sought as the survey was formulated. The Committee felt strongly that NAHSL members should have unlimited access to the benchmarking information and that an electronic database would be the most efficient way to distribute the information.

In September of 1997, the first distribution of the survey tool and library profile was distributed. The information received from the NAHSL libraries was scored and professionally analyzed using a statistical software application. The data is organized by cohort group. The cohort groups are defined by total staffing size. If a member wishes to look at other cohort groups than the one their library matches with, this is also possible. Libraries will be expected to contact their selected library partners on their own.

Some preliminary results of the project will be presented at MLA's Hospital Section in Philadelphia in May by Janie Kaplan (Hartford Hospital) and Robin Rand (Maine Medical Center).

It is planned that the data will be made available through the NAHSL website in the upcoming year and the Benchmarking Committee plans to work with the NAHSL Automation Committee to provide this dissemination of the information.

For further information on the project, please contact Janie Kaplan at Hartford Hospital or Robin Rand at Maine Medical Center.

EFTS Grows

On May 13, 1998 the monthly processing of transactions by EFTS was successfully completed. There were 155 new members added to the system which brought the total to 390. We anticipate that others will be joining the system in the coming months and encourage all participants to check the EFTS www site at <http://nnlmner.uchc.edu/efts/> to update their QuickDOC sorts and membership lists before sending data for the June 10th run. We will be posting new accounts as we receive them and the list can be viewed by date to confirm new participants. We thank all new participating libraries for their patience and understanding and especially the Middle Atlantic Region RML for their cooperation. If you'd like to express your concerns and ideas for the 2nd Generation EFTS presently under development, please contact the office.

Loansome Doc® Enhancements

by Edward Donnal, Network Coordinator

PubMed continues to evolve as NLM responds to feedback and suggestions on its interface. A link to information about

Loansome Doc now appears on the main search screen. The underlying page then allows for an overview of the system and information on registering. The patrons can now check on the status of their orders and update their account profile. All Loansome Doc requests sent to the system are transferred into DOCLINE® every half hour. The web page status information is updated at 8 pm nightly. You will want to let your Loansome Doc patrons know about the status feature so that they can check themselves instead of calling you up. At a recent meeting I was approached by a librarian that was getting double requests. This will allow the patron to check and see how many they've ordered, and will have to pay for ☺. The library also has some administrative functionality with PubMed at

<http://tendon.nlm.nih.gov/admin.html>.

By entering the library's DOCLINE code, they can search all of the patrons that have registered with their LIBID. By entering a % sign in the search field and selecting "Contains", they can see all of the patrons registered and can even get their password if they've forgotten it.

The NER has 93 registered Loansome Doc providers. With more and more health professionals now searching PubMed, it makes sense to have them submit their requests to you via Loansome Doc. Get your citations verified in a convenient manner, DOCLINE ready if necessary.

If you're going to offer Loansome Doc and would like a copy of some LD policies to model your own after, contact the office. If you have decided not to offer Loansome Doc service, the office would still suggest that you have a written policy on this. With increasing numbers of users bringing with them "click and download" expectations, it would be prudent to protect your library with whatever decisions you've made with a written policy.



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[Help](#)

NEW May 5, 1998

[New/Noteworthy](#)

NEW April 6, 1998

[Clinical Alerts](#)

[Advanced Search](#)

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[Journal Browser](#)

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[Overview](#)

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PubMed Training

Everyone is scrambling to bring themselves up to speed on PubMed. With services moving off of the mainframe and ELHILL environment, it's becoming even more important to become educated on using PubMed. NLM and the National Online Training Center have been adding classes to their already stretched schedule and the RML is filling in between sessions and in geographically remote areas.

A "Introduction" class was held in Boston on April 6-7, 1998. There were 16 slots for the hands-on class that filled very quickly. Even with confirmations, only 6 people showed up for the class. The training costs nothing yet more than a handful of registrants couldn't call to cancel and allow a name on the waiting list to come. How frustrating to have turned people away, only to have such a low turn out. A lot of hard work and planning goes into these classes and with limited resources. It's important to give everyone who needs it, the opportunity to learn how to use PubMed.

If you are scheduled for a class and find that you won't be able to attend, please call and let the trainers know so that others can take advantage of the class.

Making the Transition:

July 23, 1998 Hanover, NH

July 24, 1998 Hanover, NH

July 27, 1998 Farmington, CT

Introduction to Web-based Searching

July 28-29, 1998

Farmington, CT

NATIONAL ONLINE TRAINING CENTER
THE NEW YORK ACADEMY OF MEDICINE
1216 FIFTH AVENUE
New York, NY 10029

Phone: 212-822-7396 or 800-338-7657 (press 2)
FAX: 212-534-7042



The NN/LM NER is now hosting the website for the Health Sciences Libraries of New Hampshire and Vermont with the URL of <http://nnlmner.uchc.edu/hslnhvt/>. The webmaster duties are currently being held down by Rebecca Mueller.



http://www.nlm.nih.gov/pubs/techbull/ma98/ma98_technote.html

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New Customer Service E-Mail Address

The National Library of Medicine has a new customer service e-mail address, custserv@nlm.nih.gov. Users may send questions to this address about any NLM product or service.

1998 NLM Invitation and MLA Meeting Reminder

The Medical Library Association (MLA) is celebrating its centennial in, using the theme of "Centennial Celebration: Visions of the Future -- Reflections of the Past." It will be held at the Philadelphia Marriott in Philadelphia, May 22 - 27.

Consumer Health Titles Added to MEDLINE®

NLM is expanding its coverage of publications whose primary readership is the lay public. The following twelve consumer health titles were recently selected for MEDLINE indexing.

Alternative Medicine Review	Harvard Mental Health Letter
Breastfeeding Review	Harvard Women's Health Watch
FDA Consumer	Health News (Massachusetts Medical Society)
Harvard Health Letter	Johns Hopkins Medical Letter: Health After 50
Harvard Heart Letter	Mayo Clinic Health Letter
Harvard Men's Health Watch	Medscape Women's Health (online journal)

Grateful Med® Software Discontinued

Training Class "No-Shows"

The National Online Training Center (<http://www.nnlm.nlm.nih.gov/mar/online>) has been experiencing a significant problem with "no-shows" for many of its classes, and we would like your assistance in alleviating it.

NLM Phases Out Old 800 Number

The National Library of Medicine (NLM) added the current toll free telephone number, 1-888- FINDNLM (1-888-346-3656) for customer service in May 1997. Later this year, the 800-638-8480 number will no longer connect you to NLM.

Associations Switch to Free Web Access

PubMed's Citation Matcher

Citation Matcher offers an easy way to locate a citation even when you lack complete bibliographic information (e.g., author, title, year). The Citation Matcher allows you to enter any or all of the following bibliographic elements: journal title, date, volume, issue, page, author into a search form to try to find your specific citation.

NLM Publications & Internet Directory

PubMed



PubMed/IGM Meeting at NLM 4/16/98

*by Evelyn Breck Morgen, Director
Middlesex Hospital
Middletown, CT*

I wanted to express my positive perceptions about our meeting at NLM and to thank everyone who gave us suggestions to bring with us. The other librarians attending all had similar suggestions covering search limits, search features, search interfaces, working with search results, MeSH® mapping, Journal Browser, and Loansome Doc. In fact, it was interesting to see how unified our suggestions were. Some specific examples included the following.

- Provide check boxes for high use limits (human/english/review)
 - Reinstate the AIM subset
 - Create a subset for consumer journals -- or put in a separate consumer database
 - Have a "training blitz" for librarians -- this could take the form of a demonstration/lecture without hands-on to reach more people at once.
 - Satellite / video / user manual also all suggested.
- [NOTE: User manual now available at PubMed site http://www.nlm.nih.gov/pubs/web_based.html
- More choices for display and print options
 - Improved mapping to MeSH terms
 - Ability to search ALL databases

In addition to providing suggestions, we were asked to perform a series of tests timing the connection speeds from our various locations in advance. The comparative results of those tests showed the impact of the time of day on speed, and also the impact of the type of Internet connection and hardware being used. It's often the most local connection that slows things down, that last leg into your particular building and then to your particular workstation.

The mood of the meeting was positive and interactive. Both the PubMed and the IGM teams took pages of notes as we were speaking and asked us additional questions if they didn't understand what we were saying. It was especially interesting to hear reports from Dr. David Lipman about the future directions of PubMed and from Dr. Larry Kingsland about future directions for IGM and to see demonstrations of some

of the enhancements they are working on now. A full report about this meeting will take place at MLA along with information about future enhancements. In summary, I would say that PubMed and IGM are definitely works in process and that the best is yet to be. I would also encourage you to send comments directly to NLM -- they really are listening.

*by Nancy Fazzone, Dir. of Library Services
The North Shore Medical Center
Salem, MA*

I want to thank everyone again who suggested ideas for improving the PubMed/IGM® Internet interfaces. There will be an official report of the meeting from NLM but I wanted to share a few of my perceptions immediately.

The meeting was co-sponsored by MLA with 15 medical librarians attending from all over the United States. Each one was given an opportunity to communicate the issues and concerns collected from their region.

All key NLM administrative and development personnel attended the entire meeting and listened carefully to the suggestions. Many of the suggestions were thought to be realistic and able to be done within a few months.

The meeting discussed access to the Internet, gathered input from the participants about both PubMed and IGM and discussed future plans. NLM is currently collecting data about access time through the Internet and the results will be used to improve access to both PubMed and IGM.

There were many suggestions made for improvement to the interfaces. They included print options, screen design and search features especially related to limits.

A new version of IGM v2.5 is being released for testing and will search MEDLINE® on Entrez instead of ELHILL. All of the other files (AIDSLINE®, HSTAR®, DIRLINE® etc.) will continue to be available through IGM using ELHILL until all of the MEDLARS files are available through an alternative way.

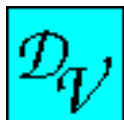
There was a heavy emphasis on the need for more immediate training and the mood of the meeting was very positive with high expectations for an improved interface.

DocView®

by Ed Donnal, Network Coordinator

<http://archive.nlm.nih.gov/proj/docview/project.htm>

DocView 1.0 was released from the National Library of Medicine in January 1998. At the recently held ILL meeting, DocView came up as a topic of discussion and there was some interest in what exactly it was.



"DocView is a software program developed by the National Library of Medicine that runs under Windows 3.1, Windows for Workgroups, Windows 95 and Windows NT.

It is intended to aid the library patron in receiving library documents delivered through the Internet. It can also aid librarians who deliver documents via the Internet.

DocView offers a number of features for using the document, including electronic bookmarks, zoom and shrink, rotation and document management. The recipient may also have DocView forward the document to another person over the Internet using email or Ariel communication protocols."-<http://archive.nlm.nih.gov/proj/docview/project.htm>

There are still technical considerations in doing electronic document delivery. Since the articles are being sent as image files, they can become large quite quickly and may fill up an e-mail box fast. In addition, modem speed will effect the time to download the files and some older printers may not have the memory necessary to print the articles. However, the trend is moving document delivery in this direction and the tools and resources necessary are becoming more available and economically feasible. Loansome Doc in PubMed allows for an Internet address to be specified as a means of delivery and there have been a fair number of LD calls to the office where it's asked "Can I have this delivered to my computer?" If your library is already supplying articles via Ariel, there is one resource library in New England that does about 90% via Ariel, then this may be a viewer/management tool that the patron could use.

If you are a Primary AccessLibrary, you could use DocView to receive requests from larger libraries that could send them by Ariel. Like most tools, there's usually a situation where it works best and DocView may or may not be a tool to add to your kit. If it's not, as technology marches forward, it may be a good idea to at least have an idea of what's out there. These products usually lead to "new and improved" which may be the thing you'll need or want to do business tomorrow. So, take a look at the DocView page and see if this may be something for your library. If you have any questions, give the office a call.

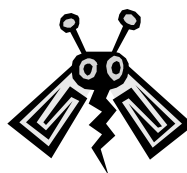
Move It Along

by Ed Donnal, Network Coordinator

During my attendance of the Spring MAHSLIN meeting, I was asked "If NLM can't fill my request, why do they send it back to me indicating a few places that do have it? I've already indicated that I'm willing to pay for it, why not just send it to them?" Well, the answer depends on how you have submitted your DOCLINE request. If you have not indicated in the Comments field **NLM REFER ON**, they will send it back with those suggested libraries that carry the title, but the decision to send it to them is up to you. If on the other hand you do put **NLM REFER ON** in the Comments field, they will locate a library holding that title and forward it on to them. So the answer to the question is "If you want the article and are willing to pay for it, put **NLM REFER ON** in the Comments field and the request will be routed accordingly."

Got A Bug?

by Vince Boisselle, Technology Coordinator



Worried about computer viruses? Don't fret, get the facts and purchase some protection.

There are two well-established organizations that track virus, and other hacker type activity: The Computer Emergency Response Team / Coordination Center (CERT/CC) located at Carnegie Mellon University's Software Engineering Institute (SEI) in Pittsburgh, Pennsylvania; and the Computer Incident Advisory Capability (CIAC) which serves as a resource for the Department of Energy. Both bodies maintain websites and FTP archives that provide a wealth of information.

CERT:
<http://www.cert.org/>

CIAC/CC:
<http://ciac.llnl.gov/>

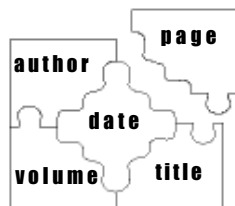
Installing some sort of anti-virus utility on your desktop computer is a good idea; there are several excellent ones available. While some utilities try to use complicated heuristics to detect emerging viruses, the best utilities still rely upon a virus dictionary. Virus dictionaries are used by anti-virus utilities to identify infections and determine treatments. An anti-virus utility is only as good as its dictionary, so it is important to keep the dictionary current. *PC Magazine* recently reviewed some of the utilities available:

<http://www.zdnet.com/pcmag/features/utilities98/antivirus/index.html>

So, don't panic when you get a virus or receive e-mails warning of one. A little knowledge coupled with an ounce of prevention can go a long way.

Make The Match

by Nancy Putnam, Outreach Coordinator



"Does the library have this article?" you are asked as a familiar face turns to you. You cringe but respond, "let me see the citation," knowing it is usually scribbled on a napkin or missing important information. Alas, today is no different from the rest. "I only have the page number

but I know the article was written last year," they state, confident that this is enough information for you to use. Well now it is!

PubMed has improved the citation matcher feature and has now prominently displayed it as a choice in the gray sidebar menu. Upon choosing the citation matcher you will be greeted with a user friendly screen allowing you to fill in any information you have about an article using search fields of journal name, date, volume, issue, first page of article, and author's name. The idea behind this is that the citation matcher will find articles that fit the bibliographic information you provide. Therefore if you only know the page number and the year, that is all you need. PubMed will search the entire database of nine million citations, dating from 1966 to present, which includes PREMEDLINE®, looking for articles with just those specifications.

Certainly, the more information you supply the better your chances are of only retrieving one article, however there are ways of sifting through a large number of retrievals. After locating a number of citations that fit the previously entered criteria, you may limit your search to a subject or title word. Do this by clicking on the details button next to the window where your original query is displayed. When the details box opens, position the cursor immediately after the last character, type one space then, using Boolean operators (AND, OR, NOT), type in the desired subject, keyword, or title word. Be sure not to hit the return or enter key because the system will ignore any commands typed following a hard carriage return. In the reverse case, if no documents are retrieved, you may want to decrease the amount of information supplied eliminating any possible errors within the entry.

Another use for the citation matcher is to locate tables of contents for particular journals. If you know the name of the journal and volume, issue, or date you can easily provide this information and retrieve all the articles that have been written for that particular issue. This is a helpful tool for requests of an article someone had seen in the October or December issue of a journal because it allows them to scan all the titles and abstracts in these issues and locate the exact article they were looking for.

Next time you're in a bind with an incomplete citation, remember to turn to PubMed's Citation Matcher, it will save a lot of time and frustration.

IGM Enhancements

by Nancy Putnam, Outreach Coordinator

Internet Grateful Med (IGM) is now undergoing tests in preparation for its transition from mainframe to the PubMed Web-based technology for searching the MEDLINE database. If all goes well it should be available to everyone within the month. What does this mean to the user? The system will no longer time out on you in the middle of a search, the "see related articles" feature of PubMed is available, a complete range of years beginning with 1966 through PREMEDLINE is automatically searched, and twenty citations are displayed per screen rather than the usual eight. The additional files under IGM are still searchable and remain using the ELHILL mainframe technology. NLM is in the process of integrating the other bibliographic databases into the PubMed system allowing for them to be searched using either the PubMed or IGM interface while running on the PubMed platform. A time frame has not yet been established for this transition but expect it to be introduced within the next eighteen months.



Can It

Remember those transparencies and the overhead projector. Giving a presentation or doing training was so simple. Now, we've got laptop computers, LCD projectors and Internet connections. And as great as technology is and how wed we've become to it, we're still left standing at the altar some days.



How frustrated we get when that error message stares back at us. There is software called Offline Browsers that may be the answer to putting together a self contained canned Internet presentation.

Search for "Offline Browser" or look at <http://www.winfiles.com/apps/98/offline.html>.

The idea behind this type of tool, is that it copies a web page, including graphics and sounds onto your computer. With some of them, you can set it up so that it grabs the page you designate as well as every page linked from it. Once you've copied the pages, it's a simple matter of "tweaking" some of the links in the HTML code to the other pages in the presentation. Thus it's possible to create a PubMed search that is totally run off of your computer without a live connection. You can teach your patrons about using the system without saying a quick prayer before you connect.

If you have questions or would like to know more about creating a canned Internet presentation give the office a call.

Calendar of Events

May 22-27, 1998

The NNLM NER staff will be attending the MLA annual conference.
Philadelphia, PA

June 10, 1998

The NNLM NER staff will be attending the HSLIC meeting.
Portland, ME

October 30, 1998

Toxicology '98 Forum
University of Connecticut Health Center
Farmington, CT

June 9, 1998

The NNLM NER staff will be conducting PubMed training for NECHI
Salem, MA

September 26-29, 1998

The NNLM NER staff will be attending the NAHSL annual conference.
Boston, MA

November 12-15 1998

The NNLM NER staff will be exhibiting at the National Perinatal Association meeting.
Providence, RI

Ergodynamics

by Vince Boisselle

I am hearing this more and more all around me, the sounds of a co-worker in pain. With new technologies, come new ways for us to injure ourselves. Ergonomics, is not a 'buzz word', but should be part of your work-a-day repertoire. There are several sites on the internet that provide tips and pointers to help you exercise those sore wrists, design an ergonomically sound workstation, and stretch that aching back. Here are two of my favorites:



<http://www.lib.utexas.edu/Pubs/etf/>

<http://ls.berkeley.edu/lscr/support/faq/ergo/>

...And hey, let's be careful out there! ☹

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Return Address Correction Requested

